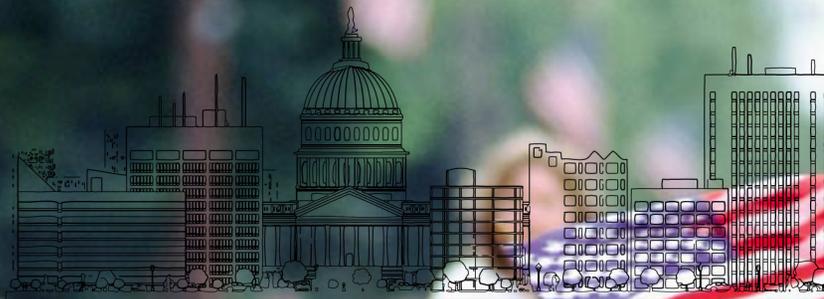


The  
**BOISE**



June 2022

**FRONT**

*The official newsletter of the Boise VA Medical Center*



**HAVE A SAFE 4TH OF JULY  
WEEKEND**

Photo courtesy Getty Images



**Couple of youngsters staying cool in the summer heat.  
Photo courtesy of Police Service**



# VA Privacy and Information Security



## REASONS FOR VETERANS TO CONTACT THE PRIVACY OFFICER

- Request a change or to delete information within your medical record
- Request a list of individuals who have accessed your medical records
- Request a list of where your medical records have been released
- File a complaint if you are concerned your privacy rights have been violated

## REASONS FOR EMPLOYEES TO CONTACT THE PRIVACY OFFICER AND INFORMATION SYSTEM SECURITY OFFICER

- Report a privacy or information security violation
- Request authorization to transport/remove VA information or equipment from VA property
- Report unsecured patient information or unlocked computers

## REMINDERS FOR EMPLOYEES

- Lock or logoff your computer when leaving it unattended
- Secure patient information when unattended
- Wear ID badge while on VA property
- Use encryption when sending Protected Health Information in email
- Recycle all paper documents in locked recycle bin
- Take your mandatory annual Privacy, HIPAA, and Information Security Training



**IT Area Manager**

Scott Brown  
208-422-1066



**Information System Security Officers**

Matt Biggs  
208-422-1560



Tony Gulbis  
208-429-2245



**Privacy Officer**

Gina Thruston  
208-422-1031



# BOISE is HIGHLY RELIABLE

## HRO PRINCIPLES & VALUES

THEME OF THE MONTH  
**It's About the Veteran**

June 2022 | National Safety Poster

### Recognizing Veterans in Crisis

**C**

#### CONTEXT

Suicide prevention among Veterans is a key VA priority. VA providers must be equipped to identify Veterans in crisis and know how to connect them with the care they need. Kara Walker is a social worker from VA Puget Sound Health Care System. She recognized the need for Veteran-focused, evidence-based training for suicide risk assessment, crisis intervention, safety planning, lethal means restriction and postvention within the VA system.

**A**

#### ACTION

Ms. Walker developed training content tailored to the needs of individual clinical disciplines, vetted it with National experts, and developed a panel of instructors to deliver the training. The VA Talent Management System and the Washington State Department of Health accredited the training to ensure it provides continuing education and meets license requirements for social workers, vocational rehabilitation counselors, nurses, physicians and psychologists.

**R**

#### RESULTS

Ms. Walker and her team have trained over 600 VA providers and over 120 community providers to date. Ms. Walker's commitment to providing tailored, accredited training is helping to ensure that Veterans receive safer, high-quality care: It's About the Veteran.

Are you a Veteran in crisis or concerned about one? Contact the Veterans Crisis Line at 1-800-273-8255 and Press 1.



VA providers must be equipped to recognize Veterans in crisis and know how to connect them with the care they need.

*Kara Walker, MA, LICSW  
Suicide Prevention Coordinator  
VA Puget Sound Health Care System  
Tacoma, Washington*

VA



U.S. Department  
of Veterans Affairs

For more information, visit: [http://bit.ly/HighReliability\\_sp](http://bit.ly/HighReliability_sp)

VHA'S JOURNEY TO  
**HIGH**  
RELIABILITY

Your Care is Our Mission.

# EMPLOYEES OF THE MONTH **MARCH**



**Laura Carrico**

Laura showed her Commitment to both the Boise VAMC and our Veterans today when she found an appointment to see a new hire surgeon for a physical. This surgeon had only limited availability to come on campus for the appointment. Laura (without hesitation) proposed a new time, outside of normal hours, for the appointment. The doctor was able to accept the appointment and the on boarding process will continue without delay - which will provide much needed support for the Surgical Team and care for our Veterans. Thank you Laura!



**Ellen Woodson**

Ellen Woodson has been the only bed maker on weekends for the last few months. With COVID and housekeeping being so short, she shows up every day and performs her duties well above the standard. On most weekends she has over 8 discharge rooms to turn with some being an isolation that takes over 1.5 hours to complete. All I ever receive by the medical staff is how much of a great job she is doing. Ellen is doing the job of 3 other people every single weekend. Without Ellen's efforts, there would be a very long delay with admitting patients on the weekend.



# Don't be the cause of a wildfire this summer. Be careful with your fireworks!

Have you ever wondered what the common causes of Idaho wildfires are? This Emergency Preparedness Pointer provides the answers: <https://adacounty.id.gov/emergencymanagement/wp-content/uploads/sites/39/Preparedness-Pointer-May-2022.pdf>

# EMPLOYEES OF THE MONTH **APRIL**



**Leonard Miracle**

Leonard (Earl) Miracle is exceptional team member and essential employee of Supply Chain Management! His work ethic and can-do attitude are major assets to the warehouse and throughout our facility. His customer centered care is seen daily by resolving any requests and quickly responding to facility staff ensuring they receive correct items, in a timely manner and in the proper quantities. He is responsible for the coordination and delivery of supplies and consumables to the Burns, Salmon, and the Twin falls CBOC clinics. Earl has also been tasked with the responsibility of our daily Cardinal orders that routinely exceed 100 items per order. His attention to detail and drive have ensured accurate timely resupply of critical medical supplies. He engages with and assists in training our CWT workers, walking them through the process of receiving orders marking items correctly and determining correct locations of items that are received. Earls' efforts were instrumental during the requisition process of 54K dollars of excess COVID supplies. This allowed our service to be reimbursed while opening critical supplies to other facilities. He was also an acting member during the Pharmacy Cache activation drill during a nationwide shortage of Sodium Chloride proving our service can respond in a monument's notice to get critical supplies to the hospital during an emergency.



**Jacob Chamberlain**

"Jake" as he is known as on Orange/Gold team is a highly efficient and respected member of the team. This nomination is a group effort of input from the clerks on both teams highlighting what Jake does on a daily basis. Jake often comes to help out on Gold/Orange even if he is on other team that are a little bit slower when he notices that we are short staffed and our patient load is high for that day. When an alert goes out to the clinic that there is a walk-in Jake is always available even if he has several of his own alerts needing his attention. Jake always approaches patients with care and compassion and the upmost respect. He communicates very well with his peers on the team to ensure the veterans get the best care possible. I have seen Jake come out to the lobby and speak to a patient or there care taker about their needs, go back to his workstation to do what's needed for the Veteran then come back out, sit with them and explain to them what he has done and ask if they have any other issues. Jake makes me proud to work with such a wonderful group of people and get my care at the Boise VA.



American Red Cross

Thank you!



## Boise Veterans Administration Medical Center

Sponsor Group

May 24, 2022

Date of Drive

37

Total Number of Donors

2

First Time Donors

37

Units Collected

111

Potential Number of Lives Saved



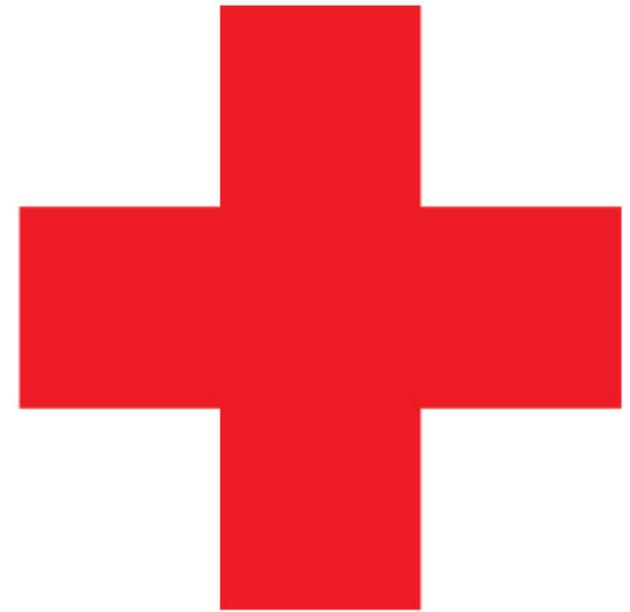
When you made the decision to host a blood drive, you helped change lives.



*Give blood.*

Every 2 seconds someone  
in the U.S. needs blood.

**American Red Cross**



**Blood Drive**  
**Boise Veterans Administration**  
**Medical Center**  
**VA Gym in Building 119**

**gym**  
**911 Mountain Cove Rd.**  
**Boise, ID 83702**

**Tuesday, July 26, 2022**  
**9:00 a.m. to 2:15 p.m.**

Schedule online at [www.redcrossblood.org](http://www.redcrossblood.org)  
Sponsor code: BVA  
Or contact Cheryl Ross (208) 422-1000 ext 7778

**Streamline your donation experience and save up to 15  
minutes by visiting [RedCrossBlood.org/RapidPass](http://RedCrossBlood.org/RapidPass) to  
complete your pre-donation reading and health history  
questions on the day of your appointment.**

1-800-RED CROSS | 1-800-733-2767 | [redcrossblood.org](http://redcrossblood.org) | Download the Blood Donor App

©2016 The American National Red Cross



# Tai Chi



## Employee Whole Health

### JULY'S THEME: Tai Chi for Neck and Shoulder Wellness

#### *Mondays and Wednesdays*

**July 6<sup>th</sup> | 1200-1230**

**July 11<sup>th</sup> | 1200-1230**

**July 13<sup>th</sup> | 1200-1230**

**July 18<sup>th</sup> | 1200-1230**

**July 20<sup>th</sup> | 1200-1230**

**July 25<sup>th</sup> | 1200-1230**

**July 27<sup>th</sup> | 1200-1230**

-  *Tai Chi for VA employees every Monday and Wednesday*
-  *Take time to relax and reenergize during the workday*
-  *No experience needed, no special clothes or equipment required*
-  *We will meet on the parade grounds by the gazebo in front of Bldg.67*



## Compliance Corner

I frequently get asked about employee personal use of government time and equipment. This subject is addressed in VHA Directive 6001 which establishes guidelines for limited personal use of Government office equipment. This VHA Directive, states: this privilege is extended to employees, not as a matter of right, but instead, as a matter of management's recognition of employee's personal and family needs. According to 5 CFR § 2635.705(a), unless authorized in accordance with law or regulations to use such time for other purposes, an employee shall use official time in an honest effort to perform official duties. Using government equipment for personal use must meet the following criteria:

- Involves minimal additional expense to the government (including electricity, ink, toner, paper, electronic mail messages, time on the internet)
- Is performed on the employee's non-work time (authorized breaks, lunch, before and after hours and weekends and holidays if permitted)
- Does not interfere with VA's mission or operations -and-
- Does not violate standards of ethical conduct for Executive branch employees
- Activity must not result in loss of employee productivity or interference with official duties

Acceptable activity includes:

- Communicating with a volunteer charity organization
- Brief internet sessions
- Managing your Thrift Savings Plan (TSP) account
- Checking personal email if it meets personal use criteria (breaks, lunch, etc....)
- Scheduling medical appointments

Unacceptable activities includes:

- Any activity that would cause a delay, or disruption of service to Government systems
- Using Government systems as a platform to gain unauthorized access to other systems
- Creation, copying, transmission, or retransmission of chain letters or other unauthorized mass mailings regardless of the subject matter
- Use for activities that are illegal, inappropriate, or offensive to fellow employees or the public (i.e., hate speech, or material that ridicules others on the basis of race, creed, religion, color, sex, disability, national origin, or sexual orientation)
- Creation, downloading, viewing, storage, copying, or transmission of sexually explicit or sexually oriented materials
- Creation, downloading, viewing, storage, copying, or transmission of materials related to gambling, illegal weapons, terrorist activities, and any illegal activities, or activities otherwise prohibited
- Use for commercial purposes or in support of "for profit" activities or in support of other outside employment or business activity
- Use for posting agency information to external news groups, bulletin boards, or other public forums without authority
- The Hatch Act prohibits employees from engaging in any political activity using federal e-mail

This article is intended to provide general information if you need specific guidance related to this subject or if you have any questions, you can contact the Integrity and Compliance Officer at (208) 422-1268 or by email to [Deborah.reinhart@va.gov](mailto:Deborah.reinhart@va.gov)

# COMPLIANCE CORNER



**VA** | Boise VA  
Medical Center



# Can we crash at your house?

## **Foster pets for HOSPITAL PATIENTS and the U.S. MILITARY**

**PACT for Animals keeps family pets out of shelters and saves lives.**

PACT is a 501(c)(3) non-profit organization that supports our nation's hospital patients and military personnel by providing free, safe, emergency foster care for their pets.

Foster homes can be anywhere in the U.S. They choose what pet they foster and for how long. A fenced yard is not necessary. Foster homes are reimbursed by the owner for food and medical costs of the foster pet.

**PACT**  
forAnimals.org

PACTforAnimals.org  
f PACTforAnimals  
(610) 581-4141

Please fill out the  
foster application at  
PACTforAnimals.org.



# WHAT PACT OFFERS

We are the only nation-wide non-profit that manages the entire pet foster care process **EVERY STEP OF THE WAY** from the first desperate request for support until the joyous pet reunions.



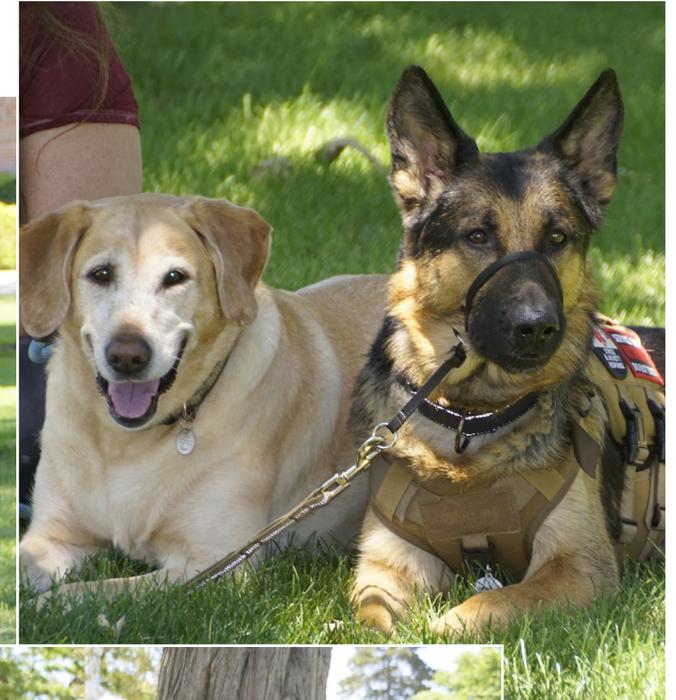
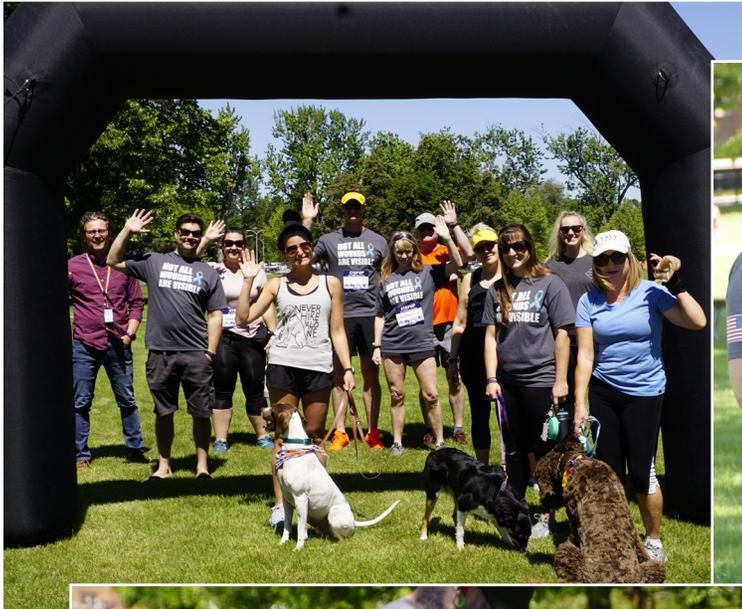
## **PACT provides**

- 🐾 Screening of prospective pet fosters to identify an appropriate match for each pet
- 🐾 Transportation assistance, when possible
- 🐾 Monthly foster family check-ins
- 🐾 Personalized pet foster counseling
- 🐾 Individualized plans to facilitate reunions
- 🐾 Abundance of animal resources



# THE PTSD AWARENESS RUN/WALK WAS A BIG SUCCESS - THANKS TO ALL WHO PARTICIPATED

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# OFFICE OF SYSTEMS REDESIGN & IMPROVEMENT

In an effort to shed more light onto the HRO pillar of Continuous Process Improvement, the Systems Redesign and Improvement program will be showcasing projects and work from around our Boise VAMC.

Our first success story is regarding Dr. Angela Enlow, a Psychologist with our Boise VAMC team. Dr. Enlow started her Lean journey in October 2019 when she attended a Lean Yellow Belt class. Through her hard work and dedication, she completed a project for her Yellow Belt and became certified. Her interest in process improvement continued and she attended a Green Belt course in April 2021. As most of you could imagine, this was very difficult as classes were limited due to COVID, and workload for most staff was incredibly high.

Dr. Enlow persisted and facilitated a team through the Lean process to improve access to clinic days for medical students.

Throughout this project, the team was able to determine that at the 5-year mark this process will have a projected hard return on investment of \$491,390. Amazing work! Dr. Enlow completed her project in February 2022 and received Green Belt certification this month, June 2022. Congratulations to Dr. Angela Enlow on her Green Belt certification, and to her team, who made great improvements to their internal processes! If you would like to see more information on this project, please click on the presentation in the left-hand column. We are proud to showcase Angela's work.

If you are interested in Lean training or would like more information about how you can participate in process improvement, please email [BOISystemsRedesign@va.gov](mailto:BOISystemsRedesign@va.gov). We'd love to hear from you!



**VA** | Boise VA  
Medical Center

# EMPLOYEES OF THE MONTH **APRIL**



**Ashley Costello**

Ashley Costello - Ashley Costello demonstrated the ICARE principle of Commitment during a gap in PM&R admin staffing. During this time, Ashley's work to up train and complete additional duties as a Program Support Assistant shows her commitment to serving veterans, her team, and the organization.

She quickly up trained in and completed new employee recruitment/on boarding duties to ensure patients' access to clinical care. She assumed the additional duty of N95 fit testing and tracking. When supply chain challenges began to impact patients' access to safety equipment, Ashley initiated a monitoring and communication system with Supply Chain Management. She has managed an unprecedented volume of clinic change and cancellation requests to adapt to the impacts of COVID, new employees, and for Cerner prep. In addition to these accomplishments, Ashley completed training as a Records Liaison and executed multiple space-related and equipment duties.

Ashley's willingness to go above and beyond and her ability to find a way to say "yes" makes her an outstanding candidate for recognition through Employee of the Month. Thank you for consideration.

The Boise VA's Post-Baccalaureate Registered Nurse Residency Program was evaluated by the Commission on Collegiate Nursing Education in October 2021 for our inaugural accreditation and we were just notified that we passed with flying colors. CCNE accreditation is a nongovernmental peer review process that operates in accordance with nationally recognized standards established for the practice of accreditation in the United States (and its territories).



# ACTIVE SHOOTER RESPONSE

LEARN HOW TO SURVIVE A SHOOTING EVENT



**RUN**



**HIDE**



**FIGHT**

**CALL 911 ONLY WHEN IT'S SAFE TO DO SO**

[Click here for the 2021 FBI Active Shooter Report](#)

# VOLUNTEER SPOTLIGHT



*Tom Radeke*

at the VAMC for 3 years, all as an escort to veterans trying to navigate the confusing corridors of the hospital. I started because I wanted to help those former service members who are dealing with health-related problems. Veterans have sacrificed so much to keep our nation free, and I want to honor their service by making their time at the VAMC a little easier or pleasant. The enjoyment I derive is from meeting veterans from every branch of service, sharing a laugh and hearing some of the great experiences they've had. The rare WWII veterans I get to meet are a special treat. They are truly incredible people and always have interesting and inspiring stories. I also enjoy the camaraderie with my fellow volunteers, who are an amazing and caring group.

1. Yes, I am a veteran. I spent 8 years on active duty in the Air Force and 17 years in the Idaho Air National Guard (IDANG), here at Gowen Field. After receiving my wings, I worked as a navigator/WSO and logged over 1,100 hours flight time in the C-141A Starlifter and 3,000 + hours in the RF-4C and F-4G Phantom aircraft. I retired in 1996. Flying the C-141A, I flew missions in and out of Southeast Asia during the Vietnam Era and

then flew missions in the F-4G over Iraq after the first Gulf war, enforcing both the North and South no-fly zones.

2. I was born and raised in a small town in Iowa, graduating from the University of Northern Iowa in 1970 with a bachelor's degree in Marketing. Soon after, my number came up early in the first lottery draft, so I joined the Air Force and was commissioned in 1971. After retirement from the IDANG,

I worked as a Commercial Insurance Underwriter and Field Representative for several local insurance companies, retiring for good in 2008. My wife Suzanne and I have been married for almost 54 years and we have 2 children and 4 grandchildren. My hobbies over the years have been racquetball, white water rafting, traveling, and hiking, but my main passion has been, and is, golf.

3. I have been volunteering



**Minimum  
Necessary  
Standard for  
Access, Use,  
Disclosure, and  
Requests for  
Protected Health  
Information you  
may reference VHA  
Directive 1605.02.**

What you as a VHA Employee is responsible for. Accessing, using, disclosing, or requesting PHI in only the minimum amount required to perform their specific job functions and to accomplish the intended purposes of the access, use, disclosure, or request.

Knowing the types and limits of their access to PHI for each of their job functions.

Accessing information that does not exceed the limits of access of PHI for their functional category, which the Assignment of Functional Category Form is signed annually (VA Form 10-0539).

Minimum necessary standard must be followed even if the VHA personnel has not been assigned a functional category.



**Please print & save the following information regarding Cerner somewhere you can easily find again.**

**Page 22 is the Cerner Help Desk contact information.**

**Page 23 -25 is Cerner information for veterans who are using the MyHealthVet web portal.**

## Cerner Service Desk

The Department of Veterans Affairs (VA) has partnered with Cerner to provide a 24/7 year-round Cerner Service Desk for all Cerner application incidents, which can be reached by calling the VA Enterprise Service Desk at (855) 673-4357 and pressing 6 at the prompts for direct Cerner support. The Cerner Service Desk is committed to respecting your time by promptly answering calls and resolving your issues as quickly as possible. Incidents requiring additional time to resolve will continue to be investigated after your initial call, with follow-up to you or with additional VA support.

**All major incidents must be immediately called into the Cerner Service Desk:** (855) 673-4357, press option 6 at the prompts. A major incident is one that prevents you from being able to perform your job duties and puts patient safety or financial systems at risk. Examples include: the system is down; incomplete system functionality impacting multiple users or departments; or users cannot electronically prescribe medications.



### Cerner Service Desk | (855) 673-4357, press 6 at the prompts

#### When should you call the Cerner Service Desk?

- Cerner applications are not working as expected
- Errors are occurring within Cerner applications
- Cerner applications are freezing, running slow or not working at all

#### What information should you provide Cerner?

- Contact info: phone number, email address, location, etc.
- Issue details: exact error message, issue description, issue occurrence date/time, number of users/patients impacted, patient example(s), alternative workflows, etc.

#### **Not for access requests.**

#### Examples:

- PowerChart is frozen or slow
- There is an error in FirstNet
- A task is not dropping for an order
- You have a functionality question
- You have a scheduling lock



### VA Enterprise Service Desk | (855) 673-4357

#### When should you call the VA Enterprise Service Desk?

- Access/PIV issues
- Device/hardware issues
- Non-Cerner application or system issues
- Local network issues
- Supply requests

#### Examples:

- PIV is not working
- Desktop will not turn on
- Email is not working
- Scanner needs to be reconfigured

**Access requests should be submitted per the VA provisioning process.**

## Changes to VA's Online Patient Portal at Boise VA Medical Center

### What's changing?

When VA's new electronic health record (EHR) system goes live on July 23, 2022, Veterans will use a new patient portal, My VA Health, to manage their health care online for Boise VA Medical Center (VAMC) and its associated community-based outpatient clinics (CBOCs). Veterans must continue to use the My HealtheVet patient portal ([myhealth.va.gov](https://myhealth.va.gov)) to request prescription refills or renewals for medications ordered by VA providers from other VA medical facilities not using the new EHR system.

My VA Health is part of the new EHR being rolled out across VA. This new EHR system will allow VA, the Department of Defense, the U.S. Coast Guard and community care providers to work together more easily to provide service members and Veterans with world-class health care through a paperless system.

### How does this change affect Veterans?

If a Veteran does not manage their VA health care online using the My HealtheVet patient portal, they have no action to take and can continue to call in or go in person to receive the services they need.

#### This will affect how Veterans use online health tools to:

- Schedule, review, request and cancel their VA health appointments
- Refill and renew their VA prescriptions
- Send secure messages to their VA health care teams
- Access their current VA health records

Veterans will begin using My VA Health to manage their care online for Boise VAMC. Veterans will also use My VA Health to manage their health care online for CBOCs in:

- Caldwell, Idaho
- Hines, Oregon
- Mountain Home, Idaho
- Salimon, Idaho
- Twin Falls, Idaho

### How will Veterans know where to go to manage their health care online?

Veterans can click on the My VA Health icon on the [Boise VAMC website](#). Veterans can sign in with any of these account types:

# My VA Health

- **Premium** My HealtheVet account
- **Premium** DS Logon account
- Verified ID.me account
- Verified login.gov account

Once logged in to My VA Health, Veterans can then go to the feature they would like to use (e.g., Secure Messaging).

**Note:** If a Veteran has a Basic My HealtheVet account, they should upgrade their account by going to ([www.myhealth.va.gov/premium](http://www.myhealth.va.gov/premium)) and selecting the link for the step-by-step guide to learn how to upgrade their account to **Premium**. They can also view a short video that tells them how to upgrade their account: ([www.youtube.com/watch?v=cdAPOQ25Q2U](http://www.youtube.com/watch?v=cdAPOQ25Q2U)).

## Here's how Veterans will use our online tools to manage their health care

### Veterans will continue to use VA.gov to:

- Sign in to access My HealtheVet and My VA Health
- Change their address on file with VA for health care and other VA benefits
- Schedule, review, request and cancel VA health appointments for VA health facilities other than Boise VAMC and its CBOCs
- Apply for and manage other VA benefits

### Veterans will continue to use My HealtheVet to:

- Manage their VA health records and prescriptions for any other VA health care facilities that have not implemented My VA Health
- Access their past secure messages and VA health records from prior to this transition

### Veterans will now use My VA Health to:

- Schedule, review, request and cancel VA health appointments at Boise VAMC and its CBOCs
- Refill and renew their VA medications prescribed by VA health care teams at Boise VAMC and its CBOCs
- Send secure messages to their VA health care teams at Boise VAMC and its CBOCs
- Access their current VA health records for care provided at Boise VAMC and its CBOCs

## Does our VA health care team need to do anything to prepare for these changes?

Yes. Please appropriately close out all Secure Messaging conversations in My HealtheVet before these changes take effect. Veterans' past messages from My HealtheVet will **not** be moved to My VA Health. After this transition, all Secure Messaging conversations will be new. Veterans will continue to have access to their past secure messages in My HealtheVet for reference only.

# My VA Health

You don't need to do anything else. VA prescription renewal requests and new secure messages from Veterans will come to your Message Center.

## **Where can I direct Veterans who have more questions about how to use My VA Health?**

Veterans can call My VA Health support 24 hours a day, 365 days a year, at 888-444-6982 or 888-444-MYVA, after July 23, 2022.

## **Where can I get more information?**

Learn more about:

- My HealtheVet Premium accounts at ([www.myhealth.va.gov/premium](http://www.myhealth.va.gov/premium))
- VA health tools and other VA benefits and services at ([www.va.gov](http://www.va.gov))
- My VA Health at Boise VAMC ([www.va.gov/boise-health-care/programs/my-va-health](http://www.va.gov/boise-health-care/programs/my-va-health))
- VA's EHR modernization effort at ([www.ehrm.va.gov](http://www.ehrm.va.gov))